

ABSTRACT OF THE DISCLOSURE

A number of methods are used with regard to the data of an Internet/Intranet user. The result of such methods, such as a rule-based approach, a neural network with supervised training, a density-based profile modeling, and a causal network are optionally combined in order to obtain more significant information with a reduced error rate with regard to utilization behavior. Premature recognition of irregularities in the utilization behavior, information about the necessity of network expansion and significant information for marketing purposes and costs is thus guaranteed.